



Association of Workers' Compensation Boards of Canada
 Association des commissions des accidents du travail du Canada

Jurisdictional Update Report

Date: (add Date here)

To: Compensation and Benefits Committee

From: Prince Edward Island

Committee Member: Kate Marshall

Committee Mandate	
The AWCBC Compensation & Benefits Committee works collaboratively to share experiences, identify and improve claim-related outcomes and identify and action opportunities around operational, research and policy development initiatives.	
Goals	
1. To share jurisdictional experiences and knowledge	
2. To put before the committee, emerging issues that are deemed high priority, for consideration of planning	
3. To identify, plan, and carry out specific projects for the benefit of the committee members and their respective jurisdictions.	
4. To be available to other AWCBC / national committees to provide input and or partner with when requested.	
5. To provide feedback to AWCBC Executive when required or requested.	

Objective	Activities	Target Date(s) /Status	Budget
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<p data-bbox="144 1045 380 1073">3. Best Practices</p> <p data-bbox="144 1383 327 1409">4. Outcomes</p>	<p data-bbox="1066 134 1629 342">A jurisdictional scan on case management models was performed. We are currently reviewing the results of this. We are working with the NL Board to more closely examine their model and claims management system with a view to partnering with them in some capacity the future.</p> <p data-bbox="1066 378 1633 553">The Board began an Early Access Physiotherapy pilot program on July 2, 2014. We have 5 participating employers and 4 participating clinics. The pilot will run for 1 year with a view to moving to a direct access model if successful.</p> <p data-bbox="1066 589 1629 738">The Board is now utilizing 2 new multi-disciplinary rehabilitation programs following program development by CBI Health. Prior to this, clients were expected/required to travel out of province for this type of program.</p> <p data-bbox="1066 774 1587 829">All PEI private physiotherapy clinics are now reporting to WCB via online services.</p> <p data-bbox="1066 865 1570 920">The Board has recently implemented direct deposit payment to physiotherapy clinics.</p> <p data-bbox="1066 956 1612 1044">On August 18, 2014, the Board commenced direct deposit payment for clients on temporary wage loss benefits.</p> <p data-bbox="1066 1200 1633 1255">RTW outcomes remain relatively static (60-65%) justifying the need for the strategic focus.</p> <p data-bbox="1066 1291 1587 1346">A large percentage of the TWL caseload has been off work for more than 120 days (63%).</p>		

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	<p>We are seeing increases in time to first payment statistics due to staffing constraints in Worker services. Last year to date = 15 days, this year = 19 days.</p>		
<p>Service Delivery / Quality Initiatives Share what is being done in your organization to improve Customer service delivery and to support Quality service/ decisions to stakeholder)</p> <p>1. New Initiatives</p>	<p>In February 2014, further organizational structure changes were made to merge the Client Services Division and the Employer Services Section to form the Workplace Services Division.</p> <p>The Board is currently undergoing significant change to the physical environment. "The Re-Fit Project" is well underway and as of the end of August 2014, all staff of the Workplace Services Division is located on the ground floor of the WCB. A key feature of the refit is the creation of additional meeting space to encourage collaborative planning and better communication. The reception area will be more accessible and the environment will be more open with new workspaces for all staff.</p> <p>Initial service standards for Case Management have been developed. We are currently reviewing baseline statistical information prior to implementation.</p> <p>In April 2014 we initiated a new role within the Workplace Services Division. The Benefit</p>		

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<p data-bbox="94 771 331 800">2. Best Practices</p> <p data-bbox="94 863 279 893">3. Outcomes</p> <p data-bbox="46 985 413 1015">Human Resources / Training</p> <p data-bbox="46 1047 980 1109">Share information on staff related issues including training , recruitment , management oversight etc)</p> <p data-bbox="94 1138 338 1167">1. Staffing Issues</p> <p data-bbox="94 1414 331 1443">2. New Initiatives</p> <p data-bbox="94 1472 254 1502">3. Training</p>	<p data-bbox="1060 103 1642 342">Administrator (x2) triages all claims, adjudicates all medical aid claims and TWL claims where the worker has returned to work at the point of adjudication. Only claims in which the worker remains off work at the time of initial review by an adjudicator, occupational disease claims and complex denial claims are forwarded to an Entitlement Officer.</p> <p data-bbox="1060 380 1627 708">We have concluded the organization wide 'Information Management Project' which commenced in the Fall of 2013. This project focused on document security, reduction of privacy issues and realizing efficiencies. The project included, duplex and secure printing, e-faxing, changes to the document scanning and indexing functions, changes to NWISP coding responsibility, redacting of personal information using Adobe Acrobat pro and handheld devices for OHS Officers.</p> <p data-bbox="1060 745 1627 924">We are undertaking a 'Plain Language Project' aimed at increasing the ability for our correspondence and publications to be easily understood by the public. We have partnered with an external organization (Crux Content Group). The initial focus is Workplace Services.</p> <p data-bbox="1060 1110 1633 1349">We are experiencing significant staffing constraints due to a number of unplanned leave requirements and difficulty backfilling positions. This has resulted in impact on results and increased workloads for remaining staff. As well, we have seen significant organizational change with the Refit Project and the Information Management Project.</p> <p data-bbox="1060 1446 1610 1533">We are currently exploring training options to support staff in dealing with our ever changing environment.</p>		

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<p>Emerging Issues / Changes in Policy or Legislation</p> <p>Share information that is related to changes in legislation, policy and other significant changes within your organization.</p>	<p>We have seen an increase in time loss claims as a result of the decrease in the wait period from 3 days to 2 days (Jan 1, 2014). Analysis shows that this increase is solely explained by the legislative change and is not related to injury severity.</p> <p>We are starting to see therapy cost reduction since the Physiotherapy Treatment policy changes. We now use the ODG to approve treatment.</p>		
<p>Shared information / opportunities</p> <p>Additional Information / Items</p>			